



# PERFORMANCE REPORT

## June 2008 – FY08 Summary Report

Northern New England Passenger Rail Authority 75 W. Commercial Street, Portland, ME 04101 207-780-1000

### AT A GLANCE

June 2008  
Ridership:  
**41,690**

*44.8% increase over June 2007*  
*FY08 total: 441,769*  
*28% increase over FY07*

June 2008  
Ticket Revenue:  
**\$590,637**

*55.9% increase over June 2007*  
*FY08 total: \$6,076,517*  
*31% increase over FY07 to date*

June 2008  
Passenger Miles:  
**3,404,910**

Customer Satisfaction Index  
**97%**

On Time Performance  
**68.3%**

Since December 15, 2001:

**2,054,959** riders  
**\$28,465,609** revenue  
**170,997,713** passenger miles

### Performance Highlights

#### THIS MONTH

June 2008 marks the end of fiscal year 2008, a year of significant growth for the Downeaster! June 2008 was the second highest ridership month in Downeaster history with 41,690 riders, an average of 1,389 passengers per day. It was also the highest revenue month ever with ticket sales totaling \$590,637, a 55.9% increase over June 2007. The average fare per passenger increased by approximately one dollar to \$14.17.

#### FISCAL YEAR 2008 TO DATE:

**July 1, 2007- June 30, 2008**

Total Fiscal Year 2008 Ridership was 441,769, nearly 97,000 more (28%) than FY07 and 12% more than projected.

Total Fiscal Year 2008 Ticket Revenue was \$6,076,517, an increase of \$1.5m (33%) over last year and 14% more than projected for the year.

The average fare increased by \$.52 per passenger to \$13.76 per passenger.

#### FISCAL YEAR HIGHLIGHTS

A combination of increased the 5<sup>th</sup> round trip, a better schedule and high gas prices contributed to the Downeaster's ridership gains. Beginning in April 2008, an additional coach car was added to each train to accommodate more passengers.

The percentage of regular business travelers increased from about 27% of ridership in FY07 to 33% in FY08. Approximately 35% of all riders travel the entire line between Portland and Boston.

While the Downeaster continues to achieve exceptional customer satisfaction scores, on-time performance has been a challenge due to weather and limited infrastructure.